

Schools Channel

Performance Improvers

CMO/PIP: Performance & Accountability
Improvement



Team Roster

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Performance Score

FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	<i>ACSI Enterprise Score</i>	81	83			
	Other survey					
EMPLOYEE SATISFACTION		NR*	4.22			
UNIT COST TARGET (Budgeted)	Your Contribution		\$2.53			
	Other					

*NR = no score because less than 5 respondents on survey

Contributions

Status

Provide tools to help schools self-identify, correct & prevent Compliance issues, improve program mgmt. & verification.

1. Develop & provide web-based self-assessments (CS,ES,PI)
2. Test & Release Quality Analysis (verification) software (CS,PI)
3. Incorporate above tools in FSA U Training (PI)
4. Provide nat'l conference for QA & X Sites schools (CS,ES,PI)
5. Develop & provide X Sites* reporting templates (CS,PI)

done 2/02 . next 9/02
completed Jan. 2002
due 3/02—9/02
completed 3/02
due 6/02

*Experimental Sites is an initiative authorized by the HEA in section 487A. Over 150 schools participate in the initiative, which provides them w/specific flexibilities from either/both law and regs, and allows them to test (experiment with) other ways to achieve the outcomes.